

**Amendments to the Drawings:**

The attached sheets of formal drawings to satisfy the requirements of the examiner. Sheet 2 replaces the original sheet 2 wherein the examiner's suggestion that 'IDENTIFYING INFORMATION' be added to item 44.

Attachment: Replacement Sheet 2

### REMARKS/ARGUMENTS

This communication is in response to the office action mailed 06/28/2005. A petition and fee is filed herewith for an extension until 11/28/05.

In paragraph 2 of the office action, the drawings are objected to. The examiner has kindly suggested that item 44 in Figure 2 be amended to read, "SEND AN EMAIL TO EACH CUSTOMER WITH A LINK TO THE CUSTOMER DATABASE. THE EMAIL AND LINK CONTAINS CUSTOMER IDENTIFYING INFORMATION." The examiner's suggestion as been adopted, and item 44 has been amended in a replacement sheet 2 filed herewith. It is respectfully requested that objection to the replacement be removed and the replacement sheet be allowed.

In paragraph 3, the disclosure is objected to because the word "monitoring" is misspelled. The paragraph labeled **[0005]** on page 2 of the disclosure has been amended to correct the misspelling pointed out by the examiner. Further, misspelling of the word "converted" is corrected. It is respectfully requested that the disclosure, as amended, be allowed.

In paragraphs 4-5, claims 1-3, 7-9, 13-15, and 19-21 are rejected under 35 U.S.C. 102(b) as being anticipated by Linden et al. (U.S. Patent No. 6,360,254), hereinafter Linden. Linden discloses in a web site system in which different private records or other resources are personal to different users, a method for allowing users to securely access a private resource without the need to enter a username, password, or other authentication information, and without the need to download special authentication software or data to the user's computer. Linden discloses user initiated product recommendation services (Col. 2, lines 51-53), for use by customers, suppliers, and/or business

partners of a merchant to access information about business transactions and shipping information, information about prior and pending orders, for use with subscription information and other types of private information (Col. 3, lines 45-53), to enable a user to securely perform a particular type of transaction such as confirm an order, redeem and electronic gift certificate or coupon, or cast a vote (Col. 3, lines 52-55), to generate and convey to the user a URL when a particular type of action the Web site, such as submitting a form (Col. 5, lines 35-36), to implement a particular user service, such as an email notification service, and order processing service, or an electronic gift certificate or coupon service (Col. 6, lines 17-20), a one-time-use URL to a private discount page (Col. 11, lines 19-20), to implement a gift registry set up by a user for a desired group of members (Col. 11, lines 57-60), an online voting scheme for users that are registered to vote (Col. 11, line 66 to Col. 12, line 2), and in an electronic greeting card system (Col. 12, lines 17-20).

Independent claims 1, 7, 13, and 19 have been amended to claim a method, program product and system for surveying customers including compiling a list of customers to be surveyed by extracting records from a problem record tracking database of records which have been closed. This is fully disclosed in the specification at paragraph **[0007]** as a query run against a Help Desk problem record tracking database. It is submitted that such a compiling by extracting records from a problem record tracking database of records which have been closed is not taught or suggested in Linden. It is respectfully submitted that independent claims 1, 7, 13, and 19, and the claims depended therefrom, are allowable under 35 U.S.C. 102(b) over Linden, which allowance is respectfully requested.

In paragraphs 6 and 7, claims 4-5, 10-11, 16-17, and 22-23 are rejected under 35 U.S.C. 103(a) as being unpatentable over Linden as applied to claims 1, 7, 13 and 19. As discussed above, claims 1, 7, 13, and 19 have been amended to include compiling a list of customers to be surveyed by extracting records from a problem record tracking database of records which have been closed is claimed. It is submitted that such a compiling by extracting records from a problem record tracking database of records which have been closed is not taught or suggested in Linden. The examiner has taken official notice of Buhle (2000). Although Buhle discusses testing methodologies to test the system architecture comprehensively prior to going live (see page 21), there is no teaching or suggestion that customers to be surveyed may be compiled by extracting records from a problem tracking database of records which have been closed, as claimed. Orfali (1999) officially noticed discloses cleansing and transforming raw data (see page 283), and in Figure 12-9 shows some of the more common functions that can be applied on data extracts. However, Orfali does not teach or suggest that customers to be surveyed may be compiled by extracting records from a problem tracking database of records which have been closed, as claimed. It is respectfully submitted that claims 4-5, 10-11, 16-17, and 22-23 are allowable under 35 U.S.C. 103(a) over Linden alone or in combination with Buhle and/or Orfali, which allowance is respectfully requested.

In paragraph 8, claims 6, 12, 18, and 24 are rejected under 35 U.S.C. 103(a) as being unpatentable over Linden in view of Peters et al. (U.S. Patent No. 5,893,098), hereinafter Peters. Peters discloses a system and method for obtaining information from a plurality of computer users comprising a processing apparatus including an input mechanism by which a survey author may input data, and a survey mechanism enabling construction of a survey

questionnaire document including at least one question formulated from data input by the survey author. In Peters, the operator is presented with an email address section dialogue. The operator selects various individuals and email groups. These selections are placed in the Mail-To-Selection section of the Survey Master Document. Email addresses of respondents to previous survey may also be selected (See Col. 37, lines 44-50). There is no teaching or suggestion in Peters that customers to be surveyed may be compiled by extracting records from a problem tracking database of records which have been closed, as claimed. It is respectfully submitted that claims 6, 12, 18, and 24 are allowable under 35 U.S.C. 103(a) over Linden in view of Peters, which allowance is respectfully requested.

It is respectfully submitted that the application is now in condition for allowance, which allowance is respectfully requested.

RESPECTFULLY SUBMITTED

A handwritten signature in black ink, appearing to read "John E. Campbell", is written over the typed name.

BY: John E. Campbell-Agent

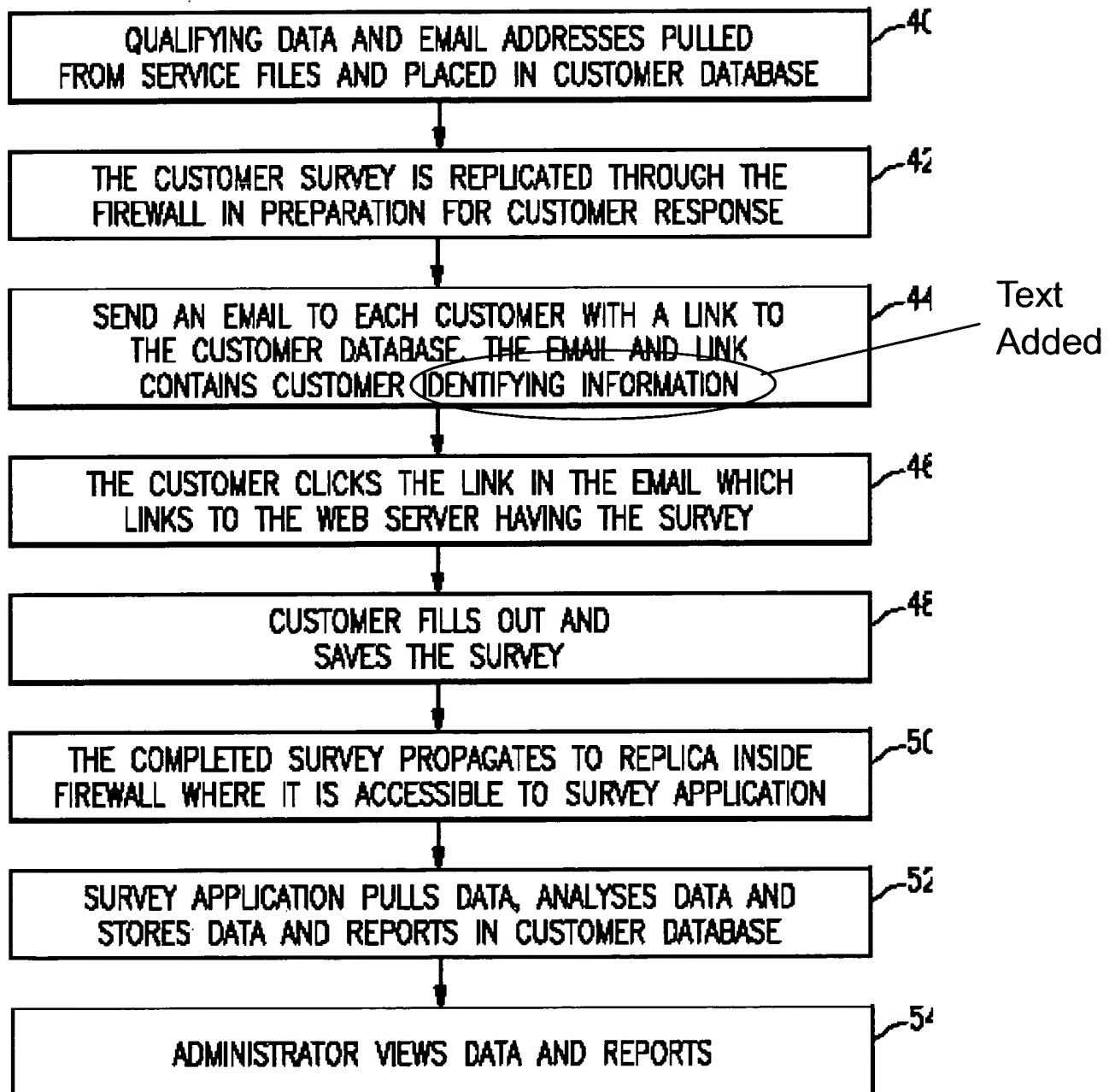
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**FIG.2**